

1 **ABSTRACT**

2 A centralized alert delivery system receives alerts for its subscribers from
3 various alert sources. It categorizes these alerts according to the source of the alert
4 or the content of the alert. Subscribers pre-specify delivery modes for each of the
5 alert categories they are interested in. The delivery mode includes one or more
6 delivery blocks which in turn include one or more delivery actions. Delivery
7 actions specify a delivery method, whether an acknowledgement to the alert is
8 expected, and a time to wait for the acknowledgement. When the delivery mode
9 contains more than one delivery block, then these delivery blocks are ranked
10 designated as primary, secondary, and tertiary according to the subscriber's
11 preference. The delivery method may be e-mail, instant messaging or short
12 message system (SMS) messaging. An attempt is made to deliver the alert via the
13 delivery actions indicated in the primary delivery block. If the alert is successfully
14 delivered, the process terminates. If the alert delivery is encounters an error, the
15 alert is delivered via one or more delivery actions indicated by a secondary
16 delivery block, if a secondary delivery block has been identified for the alert
17 category.